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**Patent Application**

Inventor Jon Allen Ford  
Case 1  
Serial No. 09/420,912 Group Art Unit 3426  
Filing Date 10/20/1999  
Examiner Rebecca M. Bachner  
Title Arrangement For Resource And Work-Item Selection

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DIRECTOR FOR PATENTS  
WASHINGTON, D. C. 20231

SIR:

AMENDMENT

In response to the Office Action mailed on January 29, 2002,  
designated as paper no. 4 in the case, please enter the following  
amendment in the above-identified application.

IN THE SPECIFICATION

On page 33, replace the paragraph that begins on line 2 with the  
following new paragraph.

- 1 --A workflow system (FIG. 1) employs a selection engine (114)  
2 that attempts to match work items (100) with resources (104) in such a  
3 way that it brings the most value to all of the stakeholders in the workflow.  
4 Under resource or work-item surplus conditions (FIG. 4 or 5), the selection  
5 engine determines either those available resources that possess skills  
6 needed by an available work item or those available work items that need  
7 skills possessed by an available resource, for each determined resource